

PATENT APPLICATION

DECLARATION AND POWER OF ATTORNEY

ATTORNEY DOCKET NO. MSFTP471US

MS DOCKET NO. MS303530.1

As a below named inventor, I hereby declare that:

My residence/post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD

the specification of which is filed herewith unless the following box is checked:

() was filed on _____ as US Application Serial No. or PCT International Application Number _____ and was amended on _____ (if applicable).

I hereby state that I have reviewed and understood the contents of the above-identified specification, including the claims, as amended by any amendment(s) referred to above. I acknowledge the duty to disclose all information which is material to patentability as defined in 37 CFR 1.56.

Foreign Application(s) and/or Claim of Foreign Priority

I hereby claim foreign priority benefits under Title 35, United States Code Section 119 of any foreign application(s) for patent or inventor(s) certificate listed below and have also identified below any foreign application for patent or inventor(s) certificate having a filing date before that of the application on which priority is claimed:

COUNTRY	APPLICATION NUMBER	DATE FILED	PRIORITY CLAIMED UNDER 35 U.S.C. 119
			YES:____ NO:____
			YES:____ NO:____

Provisional Application

I hereby claim the benefit under Title 35, United States Code Section 119(e) of any United States provisional application(s) listed below:

APPLICATION SERIAL NUMBER	FILING DATE

U.S. Priority Claim

I hereby claim the benefit under Title 35, United States Code, Section 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code Section 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, Section 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

APPLICATION SERIAL NUMBER	FILING DATE	STATUS(patented / pending / abandoned)

POWER OF ATTORNEY:

As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) listed below and those associated with

Customer No.

to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

Daniel D. Crouse, Reg. No. 32,022	David Bartley Eppenauer, Reg. No. 35,499	Martin L. Shively, Reg. No. 33,553	Ronald O. Zink, Reg. No. 35,744
Patricia E. Bornes, Reg. No. 37,038	Michael W. Bocianowski, Reg. No. 28,692	Danielle J. Holmes, Reg. No. 39,720	Himanshu S. Amin, Reg. No. 40,894
Gregory Turocy, Reg. No. 36,952	Deborah L. Corpus, Reg. No. 47,753	Eric D. Jorgenson, Reg. No. 46,002	Jeffrey R. Sadlowski, Reg. No. 47,914
Jeffrey Prulhiere, Reg. No. 48,264	Jeffrey D. Hale, Reg. No. 40,012	John Ling, Reg. No. 51,216	Anthony DeZoppo, Reg. No. 51,606
Vahid Sharifi, Reg. No. 45,828	David Grillo, Reg. No. 52,970		

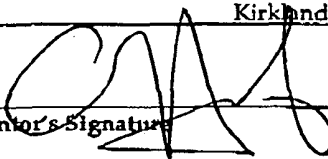
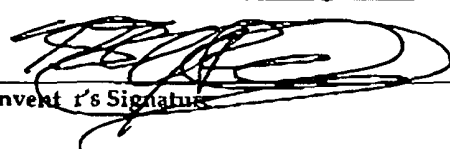
Send Correspondence to:		Direct Telephone Calls To:	
Contact Name:	Himanshu S. Amin	Contact Name	Himanshu S. Amin
Firm Name	Amin & Turocy, LLP	Contact Phone Number	216-696-8730
Firm Address	1900 E. 9th Street, 24th Floor		
City, State and Zip	Cleveland, OH 44114		

DECLARATION AND POWER OF ATTORNEY

ATTORNEY DOCKET NO. MSFTP471US

MS DOCKET NO. MS303530.1

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full Name of Inventor: Eric I. HorvitzCitizenship: United StatesResidence: Kirkland, WashingtonPost Office Address: 330 Waverly WayKirkland, Washington 98033
Inventor's Signature6/30/03
DateFull Name of Inventor: Timothy S. PaekCitizenship: United StatesResidence: Issaquah, WashingtonPost Office Address: 2650 SE 168th StreetIssaquah, Washington, 98027
Inventor's Signature6/30/03
Date